

Industry Notice 04/13/2010: DTrade2 v2.3 Implementation

The purpose of this notice is to advise the public that the Directorate of Defense Trade Controls (DDTC) the DTrade software will undergo essential system upgrades on Friday, April 16, 2010 from 5:00 p.m. EST until Sunday, April 18, 2010 5:00 p.m. EST.

- During this time the DTrade system will be unavailable to accept submissions.
- MARY will be unavailable to check submission statuses.
- The pmdrtc.state.gov website is not affected and will remain online.

We apologize for any inconveniences experienced as a result of this outage.

IMPLEMENTATION

The implementation date for the software upgrade is 16 April 2010 through 18 April 2010.

DTrade2 v2.3 software combines all of the DTrade1 and DTrade2 cases into a single location. In addition, a case can now be searched by the status of Open and Closed. Open cases refer to any case that is currently in-work (ex. Received, Not-Assigned, Assigned, Staffed, Staffing Complete or In Review). Closed refers to any case that is closed (ex. Signed or Rejected).

FURTHER INFORMATION

For Technical Issues:

DTrade Help Desk

Hours: 9am-5pm Eastern U.S. time
Phone: 202-663-2838
E-mail: dtradehelpdesk@state.gov

For Defense Trade inquiries related to process and status:

Response Team

Phone: (202) 663-1282
Hours: 9am-5pm Eastern U.S. time
E-mail: DDTCResponseTeam@state.gov